E-GOVERNANCE IN INDIA: CHALLENGES IN THE IMPLEMENTATION AND THE WAY FORWARD

A

SYNOPSIS

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Declaration

This is to certify that the synopsis entitled **"E-GOVERNANCE IN INDIA: CHALLENGES IN THE IMPLEMENTATION AND THE WAY FORWARD''** is submitted by me to **Desh Bhagat University, Mandi Gobindgarh** for the award of the degree of **Doctor of Philosophy** is a bonafide record of research work carried out by me under the supervision of **Dr. Sumanpreet Kaur.** The contents of this synopsis,in full or in parts, have not been submitted to any other Institute or University for the award of any degree or diploma.

Mandi Gobindgarh

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Introduction

Simply Electronic-governance or E-Governance can be defined as the application of Information and Communication Technology (ICT) to the government's operations and functions to offer citizens Effective, Efficient, and Convenient services. With the increasing expansion of digitalization around the world, all governments around are now attempting to implement e-governance, one of the most successful types of government is electronic government. E-Governance can connect citizens with their governments. E-Governance is nothing more than a middleman between the government and the population. The government employs a variety of modern information and communication technologies to increase Efficiency, Services, and so on via the internet and the Local Area Networks.

The 21 century is the century of Information and Communication Technology (ICT). Governments worldwide have changed to a new government paradigm as a result of technological advancements, not only in rich countries but also in developing countries. E-Governance has revolutionized the way governments are run.

Although E-Governance is a worldwide phenomenon, India is at the front line of IT Innovation. The use of the internet not only speeds up the delivery of services, but it also increases transparency between the citizens and the government, However, in a developing country including India where the education level is very low and the majority of the population lives in emptiness, it is highly hard for the administration to come up with services to such citizens via the internet. According to the Worldwide Information Technology Rankings, India ranks 69th in E- readiness. India receives 3.89 out of ten scores indicating that ICT usage is relatively limited.

According to the Ministry of Information and Communication technology, E-governance entails more than just computerizing data checked back-office functions. it entails a significant swap in government operations as well as new obligations for the Legislature, Executive, Judiciary, and citizens. According to the Comptroller and auditor general of the UK, E-governance refers to government departments and agencies allowing public access to information over the internet. The aspect E- governance is the usage of information technology in administration to implement SMART governance which stands for Simple, Moral, Accountable, Responsive, and Transparent governance. As a result, SMART governance aids.

1. Enhancing the government's internal organizational procedures.

2. Delivering better information and services.

3. Increasing government openness to combat corruption.

4. Encouraging public involvement and interaction with democratic parties.

What is E-Governance?

Electronic governance is the usage of information and communication technology in the administrative processes to give services online to the citizens at their doorsteps. To put it another way, E-government is the remodeling of government activities and functions through the use of ICT tools to provide services to citizens. E-governance is the usage of information and communication technology to come up with government services over the internet. In the rapidly developing world, E-governance has become a necessary way of governance to engage and communicate with individuals.

Historical Background

The foundation of the department of Electronics by the government of India in 1970 was chased by the setting up of the National Informatics Centre (NIC) in 1977 which is considered the very first important stride towards the Electronic governance in India, however, in 1987 the National Satellite Based Computer Network which was quickly followed by the District Information System (DIS) program to computerize all district offices across the nation with Hardware and software provided to state governments.

In Kerala Ahshaya, pioneered E-governance in India this initiative entails the establishment of 5000 multifunctional Community Technology centers known as Aksha e Kerala. In 2006 The National E -governance Plan (NEGP) was launched with 27 Mission Mode Projects and 8 Components. In 2011 four further projects were added to the list including Health, Education, PDS, and Postings, bringing the total number of Mission Mode Projects to 31.

Reforming the government administration and providing better services to residents has long been recognized as a significant yardstick for progress and today's push towards E-governance in many areas of the globe may be regarded as part of this larger objective

even though the Term ‘E -Governance’ has secured popularity in current years the term ‘’E-Governance ‘’ is derived from the ancient Greek word

‘Keberon’ meaning ‘to Steer’ to govern implies to steer, curb and impact from a place of power. In today’s use E-governance or Electronic governance is the most widely recognized definition.

The world of digitalization has lowered the load on the government to provide services to the citizens. Today an ordinary man may receive government services from the comfort of his own home using ICTs and the internet. E-Governance affects practically every area including Health, Education, and Business and the most essential aspect of it is that it empowers individuals by allowing them to monitor their governments .E-Governance is now bringing citizens closer to governments as seen by a fast-expanding number of internet users not just in industrialized nations but also in developing ones such as India.

Why E-Governance?

During emergencies the administration can play a crucial role, however, technology has proven its worth by allowing us to efficiently utilize it throughout the crisis. The use of technology has demonstrated that emergencies may be handled more effectively while still ensuring efficient workflow. Technology has enabled people to

“Work from Home’’ so that the lockdown does not prevent them from completing their jobs and making a livelihood. Companies in the IT industry have online meetings. People can also buy insurance online only because of E-facilities has grocery delivery been made possible at home. District Administration authorities such AS the Commissioner, DC, SDM, and core Covid Group have used the NIC video conferencing technology extensively in the government sector. Technical assistance has also been offered for conducting desktop-based VC’s using several Apps notably The Vidyo App in officer’s homes.

E-commerce has provided us with the ability to order and purchase vital items as well as non-essential things in green and orange zones via Apps such as Amazon, Flip-kart, and others, we may now use digital banking to pay our water and electricity bills as well as our phone and internet bills. Online banking offers services such as Online Money transferring, Phone Recharges, and more.

Review of Literature

The review of literature gives information regarding previous research efforts done by the researchers on the topic of the study. The findings of the study may validate or contradict the current findings. A huge number of research papers, Articles, and Books about E-Governance in India are available. The results of the literature review are listed below:

Ashok Kumar (2012) According to his study Corruption in Bangladesh is very severe, very terrible, an illness, a social ill, a high catastrophe, and at an extreme level. Expert statements like these were discovered in this study. These remarks explain Bangladesh's level of corruption. People are irritated by corruption.

Pradeep Mittal and Amandeep Kaur (2013) According to this research article the government of India is making numerous endeavors to give services to its residents via Electronic governance, as the use of Information and Technology is rapidly increasing. Even though the government of India spends a huge amount of money on E-government still these programs are not triumphant in every part of this country.

Deepak Kumar, Anita Bindle, and Monika Sharma (2014) According to this study E-Governance enlarge ties between G2G, G2C, G2B, C2G, and B2G, via ICT.As a result, E-governance not merely gives information regarding a government's many tasks but also allows residents to take contribute to the decision-making process of the government. India is probably to come out as a figurehead in the Electronic governance shortly.

K.Nagraj (2016) in his research article stated that, In India E-Governance is becoming increasingly popular. Well-over the years, E-governance played a significant part in every sector of the economy. The economy of India has progressed as a result of effective administration. Before the implementation of E-governance initiatives, governments struggled to provide services to their residents.

However, India is still having some obstacles to E-governance notably, the Digital divide between urban and rural areas, Hardship, Security, and the Cost of initial implementation.

Borthakur, P.P., & Bhuyan D.J (2020) According to this research article as inhabitants use the internet to access public services, ICT plays a crucial role in the introduction of

electronic governance. The Indian government has already begun projects in e-government, to streamline all administrative duties through electronic means. The electronic government has the potential to significantly improve and supervise the way state apparatus performs and functions.

Ultimately, it can be noted that the administration must initiate extra action on e-governance ventures and their appropriate implementation to keep it Secure, better Comfortable, and public pleasant, and to improve the trust of citizens in electronic governance.

N Gajendran, Paristmita Bhagawati (2020) According to this research paper the implementation of internet-based technology with the goal of electronic government in Assam and Nagaland has mixed results, these states have been successful in offering a variety of fundamental services to citizens through electronic public service delivery. The kind and speed with which policy and scheme-related information are published online via social media and websites indicates a trend towards increasing public access to information and promoting governance transparency, which serves as an incentive to reduce corruption although the northern Indian states have not still delivered the excellent threshold of E-governance, electronic democracy that is fully interactive given this, governments experience mostly failed to realize the potential of dialogue.

As a result, the findings of this research can be used to better comprehend the cracks in administration use of internet platforms and technologies, as well as to appreciate the state's achievements in the pursuit of E-governance in this part surely, the research in the area, with the greater goal developing a comprehensive and inclusive system of care.

Gajendra Sharma (2020) in his research paper examined that the first step towards the E-government is to promise the existence of infrastructure and knowledge that assists the advancement of Electronic -Government, along with public access to these provisions. There is a low level of E-government adoption in developing countries' services one of the main reasons is because citizens lack resources. Developing nations should increase awareness throughout the world. Understanding new E- government services and the issue of unawareness is critical for the use of electronic government services. Developing countries should enhance awareness throughout the globe.

Isabel Bosman (2021) According to this study Covid19 has emphasized reliance on the internet and digital and social networking technologies in a globe that was already going electronic. It has demonstrated that the future may hold promise.

In E-government, social media and mobile technology will play an even bigger role. South Africa is an African country that has quickly and ingeniously responded to this situation. The existing technology used in digital velocity could serve as an example for others. African government should follow suit, yet there are considerable obstacles in terms of the environment, media platform systems implementation, and broad use, as well as their wider impact. Because of their widespread use and flexibility, these innovations should be welcomed instead of feared and retreated from.

Bayad Jamal Ali,Govind Anwar (2021) This study demonstrates that Electronic-government apps have been adopted in various developing countries to give services along with information to residents via the internet. Several emerging countries are attempting to manage their population growth. The majority of Iraqi according to the researcher had a positive attitude towards technological devices and their implementation. According to the findings of the government, an increase in the opinion of how easy it is to use an electronic device. In the direction of electronic government, additionally, Iraqi citizens discovered that using an Electronic government was simply because most of them are already well-known.

Finally, the outcome of this study demonstrated that an increase in views of E-government's ease of use should lead to an increase in usability growth in the use of electronic government, which aims to utilize E-government as a behavior.

Awad Saleh Alharbi, George Halikias, Muttukrishnan Rajarajan, Mohammad Yamin (2021) According to this research article it was examined that the Security of data and privacy are key concerns in the applications of E-government. Generally, there are sensitivity issues with user data, which must never be mishandled. As a result, it is the responsibility of government sources to keep customer data safe and secure. By doing this, the confidence of the user will boost, and all other doubts will be removed from the minds of the users. As per this study, one's aloofness is much further important and harder to supply and protect in electronic government services, particularly in linked web portals.

Upmit Singh, Kamlendra Rawat, Ashim Raj Singhla (2021) According to this study in the ongoing COVID19 deadly virus, E-governance has been one of the pivotal enablers

in allowing the administration to produce some of the most basic but essential services, in addition to assisting in the battle against Covid whether at the tactical designing phase, such as Covid19india.org and along with Aarogyasetu application or at the functioning phase, such as Electronic-pass. The provision of government services in a cost-effective way was largely related to the well-before Covid environment that was more strengthened by the fact that such efforts perform a crucial role in eliminating crooked operations, Palm-greasing, and so on.

Need of the Study

Not only in affluent countries but also underdeveloped ones, e-government has gained popularity since its inception. E-Governance has proven its effectiveness by having a critical role in the COVID-19 outbreak, particularly in India. During the nationwide lockdown, only the use of e-governance allowed the government and business sectors to function normally. Even though e-governance in India is still in its infancy, the Indian government has indeed invested and continues to spend a significant amount of money to successfully implement it. In India, even the average Indian uses the internet for a variety of purposes, including online platforms, government services, and relevant data.

It has been proved that E-Governance may play a vital in critical times, as seen by the role of the e-administration during the COVID-19 pandemic, which placed greater emphasis on e-governance. Because e-governance is the most popular and modern government paradigm, its appraisal is crucial.

Gaps in Research

Not only in the Indian context but also from the international perspective, there is significantly more literature on E-governance than its accomplishments. After considering the existing literature on E-governance in India, we can conclude that the majority of the studies conducted on this topic have focused on the advantages and goals of E-governance. There are also studies available that focus on the execution of Electronic-governance within India but there are few, studies that focus on how the challenges that India faces in the successful implementation of E-governance can be overcome.

Because e-governance in India is still in its early stages, there is a critical need for us to perform firm-level research to provide a more holistic understanding of the sector. As the Indian government continues to invest heavily in the successful implementation of E-governance. This particular study will seek to identify strategies to overcome the major obstacles that India faces in implementing E-governance successfully. Since India has already launched some significant E-governance initiatives, an evaluation is desperately required, which has been neglected or confined in earlier research. This research will also appraise these programs which will aid us in implementing effective future programs successfully.

Research Objectives

1. To analyze the already implemented E-governance projects in India (Digital India)
2. To analyze the foremost challenges in India's implementation of E- governance (Infrastructure, Security)
3. To analyze the role of E-governance in India during the ongoing Covid19 pandemic.
4. To analyze what India can learn from the other countries (Estonia) to improve its E-governance.

Research Hypothesis

1. That India has not fully implemented E-Governance.
2. Had India implemented fully E-governance, India would not have faced too much difficulties during Covid -19.
3. Despite the government of India's remarkable initiatives to India a scientifically literate country, these measures have not met the desired expectations.
4. Due to Lack of internet access to some degree, limited resources and other factors E-Governance was never properly implemented.

Research Methodology

The most essential and basic fundamental plan of action that will be adopted to carry out this study is appropriate statistical techniques that are going to be used for the Collection, Analysis, and Interpretation of the sample data.

The main steps involved are:

- Study of Digital India.
- Formulations of the questionnaire through consultation feedback and survey methods.
- Testing of the questionnaire.
- Preparation of the sample plan.
- Expressing and representing the sampling plans in detail for preparation of the effective database for the sample collection.

As the proposed study will focus on E-governance in India, therefore the population of the study will be entire India, however the sample will be drawn from some selected

government and private departments (10) including Health, Education, Banks, General Administration and so on, therefore 50 people from each department will be selected as a sample size from whom data will be collected and also the data from local individuals will also be collected via Questionnaire and Interviews. The data from other sources such as, Government websites, Books, Journals, Newspapers and other means will also be collected.

After the collection of data an appropriate statistical tools like T-test, Z-test, ANOVA test will be further used to analyze the collected data.

Tentative Chapter Plan

The proposed study will be divided into five chapters. These chapters will be as following:

1. **Introduction**: The first chapter provides the brief introduction of the proposed study. It will be focused on the objectives, Research methodology, literature review etc.

2. **India's E-Governance and its challenges**: The proposed study's second chapter would address the significant challenges encountered by the Indian government, including Infrastructure and Security which are impeding the proper implementation of E-governance in India.

3. **India during Covid-19 Pandemic and E-Governance**: The third chapter of the study will focus E-governance's role in crucial emergencies in India, such as the existing covid19 pandemic.

4. **India's lessons from another nations in E-Governance**: The study's fourth chapter will discuss what India can adopt from top ranked countries in E-governance such as Estonia, in order to strengthen E-governance in India.

5. **Conclusion and suggestions**: The fifth chapter of the proposed study will consist of the major findings and summary of the study. It will also provide some future suggestions as well.

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